



PATENT

K. Ward  
1/16/00  
#4/Re Grant  
A. Ent

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, DC 20231.

Date 1/5/2000 George C. Rondeau, Jr.  
George C. Rondeau, Jr.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Gregory A. Denton and Wendy S. Cook  
Application No. : 09/235,065  
Filed : January 21, 1999  
For : CALL CENTER TELEPHONE AND DATA FLOW CONNECTION SYSTEM

Art Unit : 2743  
Docket No. : 660001.477  
Date : January 5, 2000

Box Non-Fee Amendment  
Assistant Commissioner for Patents  
Washington, DC 20231

PRELIMINARY AMENDMENT

Sir:

Please amend the above-identified application as follows:

In the Specification:

Page 19, line 12, please change "102a" to --120a--.

Page 19, line 13, please change "102c" to --120c--.

Page 19, line 15, please change "102d" to --120d--.

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